

Gurmeet Kaur

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PROFILE

- Performance Driven candidate with experience in Security services, Conflict Management, Outgoing, Sales, Counseling and solving customer issues
- Quick learner with strong Leadership, Team Working, Problem-Solving, Technical and Analytical skills developed through academic projects, customer service and industrial work experience
- Demonstrated experience in multitasking and prioritizing workloads, troubleshooting process, delivering projects under strict deadlines, design review and supporting continuous improvement
- Excellent interpersonal and written communication skills with the ability to work in cross-functional teams
- Can efficiently communicate in **English, Punjabi, Hindi, Marathi, German, and Urdu**

EDUCATION

Health Care Management Program

January 2019 – September 2020

Northern College, ON

Bachelor of Biotechnology

June 2015 – June 2018

Rajiv Gandhi Institute of I.T. and Biotechnology, India

EXPERIENCE

Security Guard

April 2021 - Present

Belmont House – Senior care home

Immediate Response Service

Responsible for covid screening (Temperature check, getting signed the entry registers and covid screening forms), Maintaining an order of visitors by making the line ups, patrolling the site regularly and making reports

- Responsibly maintained all the sign in forms and registers for record keeping
- By patrolling after regular intervals, made sure that the site is safe, and rules aren't being violated on the premises in any form
- Recorded entry and exit of everyone at premises and maintained the order of people entering to avoid panic among staff in the covid testing room.
- Co-ordinated with management regularly to stay updated about new legislations and provided suggestions for improving the safety of the staff and residents

Office Administrator
UPS Brampton, ON

September 2020 – March 2021

Responsible for documentation, driver follow ups, customer service, maintenance of the surroundings, supervising clerical department

- Maintained a safety-first culture by promoting and driving safe work practices
- Significant reduction in the number of complaints from the customers because of the efficient and consistent processing of the customer parcels on time
- Management of the C.O.D disputes effectively which resulted in cost savings of 70,000+ frequently by the company in form of penalties
- Enhanced the functioning of the company management by providing detailed instructions to employees working in the delivery department and consistent follow up led to increased customer satisfaction and positive feedback
- Maintenance of the documentation professionally for the clients which helped in retaining big companies and attract new clients for the service
- Effective leadership and supervision of clerical team of 12+ employees led to completion of tasks assigned before deadline consistently

Office Assistant
VNS Solution, ON

March 2020 – August 2020

Responsible for receiving mails, maintaining files, keeping records of the inventory, and answering phone calls and managing customers and vendors effectively

- Kept the record of the inventory successfully which reduced the turn around time for the customers and gained positive google reviews
- Increased the revenue for the company by sending the invoices on time and constant follow up until the full payment of the invoice is received
- Developed a spreadsheet to schedule the technicians for the installation which resulted in enhancing the service of the company and sales

Office Administrator
Ultimate Fitness, India

May 2018 – August 2019

Responsible for register new customers, market new schemes and offers to eligible clients, accurately enter customers and vendors info in company system and managing customers

- Increased the sales of the company by 30% because of the consistent follow up with the customers
- Increase in the satisfied customers owing to immediate answers to their queries and modifications to provide the best service

LICENCES AND CERTIFICATES

- Ontario Security Guard Licence
- RPAL – Firearms licence
- CPR – level C
- WHMIS